

## New Employee Onboarding Buddy Guidelines

### What is a buddy?

A buddy is someone who partners with a new employee during his/her first few months of employment. While primarily responsible for offering advice and guidance regarding the day-to-day aspects of working at NC State, and the department, the buddy may also offer encouragement and knowledge resources, as they help introduce the new employee to the NC State Culture.

### Key characteristics of a buddy include:

**Communicator:** A buddy should encourage open communication. The buddy should provide relevant information to the new employee and encourage a process of continued, self-directed learning.

**Role Model:** The buddy should be a model employee and exemplify NC State values.

**Motivated:** The buddy should have a positive outlook on his/her work and use that perspective to help build self-confidence and loyalty in the new employee. The buddy should lead by example.

**Strong Performer:** The buddy can help guide the new employee in many situations based on his/her experience and knowledge obtained in the work environment.

### Why have a buddy?

The purpose of new employees being assigned a buddy is to help welcome employees and reaffirm their decision to join NC State. It provides new employees with a reliable, motivated, single point-of-contact for their basic questions regarding their work experience at NC State. It also helps establish orientation as a process, rather than a single learning event. Other advantages of having a buddy include:

- Build on the knowledge obtained in the New Employee Orientation and department orientation
- Enable new employees to become knowledgeable about department practices and organizational culture in a shorter period
- Ensure that routine questions regarding basic operational issues are dealt with expeditiously
- Reduce the initial confusion and uncertainty faced by all new employees
- Maximize the productivity of manager/new employee meetings by allowing them to focus on job-specific issues
- Increase the new employee's self-confidence allowing him/her to focus on adding value to the organization

### What the buddy expects from their new employee:

- The new employee will receive constructive criticism in good spirit
- The new employee will display a "coachable" attitude
- The new employee will display an eagerness to learn

### Buddy selection criteria:

Hiring managers are responsible for selecting a buddy for their new employee. Selections should be based on the following characteristics:

- Demonstrates strong performance
- Is given time to be accessible to the new employee
- Is skilled in/has knowledge of the new employee's job

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- Is proud of NC State and his/her contributions
- Is a peer of the new employee
- Has patience and good communication and interpersonal skills
- Wants to be a buddy and is not expecting additional compensation for this role
- Is well regarded and respected by current employees

### **What a buddy is not:**

A buddy shall not be required to assume any of the following roles:

**Mentor:** Someone, typically more experienced, who is involved with the all-around development of an individual (personal and professional).

**Manager:** Someone responsible for the new employee's job performance. If questions arise regarding performance, disciplinary or policy matters, the buddy is free to give his/her opinion and advice on how to approach the situation. However, he/she is not in a position to resolve the matter. The new employee must be directed to their manager for resolution of the relevant issue(s).

### **Buddy responsibilities:**

- Contact and meet with the new employee on Day 1
- Establish a rapport with the new employee
- Have lunch with the new employee a couple times (go dutch)
- Act as an informational resource on policies and procedures
- Help socialize the new employee to NC State and departmental guidelines, norms and culture
- Answer general/routine questions
- Make introductions
- Ensure an open communication between the new employee and the buddy, respecting confidentiality
- Follow up with the new employee on a regular basis during their first few months (5-15 minute meetings)

### **Having a buddy is a Win/Win/Win Scenario**

The buddy offers significant benefits to the new employee, the buddy, and NC State:

Buddy Benefits	New Employee Benefits	NC State Benefits
Recognition as strong performer	One-on-one assistance	Increased employee motivation, retention and morale
Expanded network	Jump-start on networking	Increased employee communication
Opportunity to motivate others	Single point-of-contact	Enhanced employee development
A fresh perspective	Knowledge of "how things really get done."	Shared quality work processes
Enhanced leadership and mentoring skills	A smoother acclimation period	Increased employee productivity